

2017 YEARBOOK

SHARJAH

INTERNATIONAL AIRPORT



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Onwards and upwards

The rapid rise of SIA as a transportation hub



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SharjahAirport

His Highness
Sheikh Dr. Sultan Bin Mohammad Al Qasimi

Member of the Supreme Council
Ruler of Sharjah



**His Excellency
Ali Salim Al Midfa**

Chairman of Sharjah Airport Authority



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RAK
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06-742 0030

Airport (24 / 7)
06-508 4081



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Sharjah's Aviation Timeline

Follow the history of Sharjah International Airport, from humble beginnings in 1932 to today's international aviation hub



Sharjah International Airport opened, with striking architecture

1977

Expansion of the Freight Centre

1999

Passenger terminal building expansion

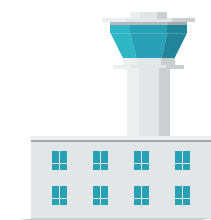
2008

More than **11 million passengers** passed through SIA, 10% more than 2015

2016

1932

First airfield built in Sharjah as a stopover en route from the UK to India and Australia.



1979

Establishment of the Freight Centre

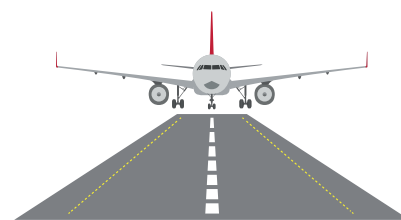
2003



Air Arabia, the MENA region's first low-cost carrier, made its inaugural flight from its home-base at Sharjah International Airport

2014

New 4,060 metre long runway officially opened and is one of the region's longest.





Sharjah

where holidays are filled with smiles

There is always a reason to smile in Sharjah, from the warm traditional welcome you will receive, to the fabulous beaches, shopping and attractions to engage and entertain you. There are so many reasons to smile when you are on a family holiday in Sharjah.

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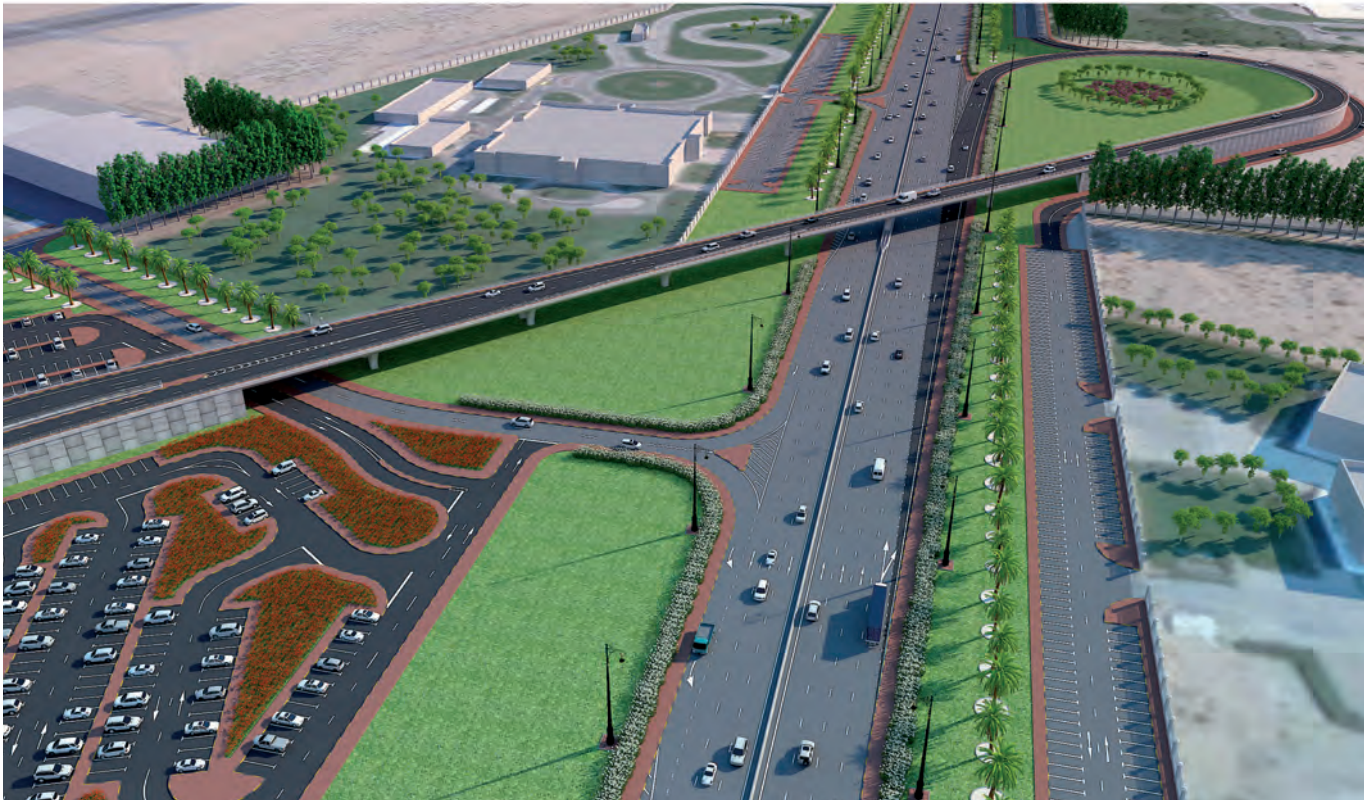
حكومة الشارقة
Government of Sharjah

هيئة الإنماء التجاري
والسياحي بالشارقة

Sharjah Commerce & Tourism
Development Authority



The latest news from Sharjah International Airport (SIA)



New bridge will provide direct access to SIA

SIA has announced the launch of a new entrance dedicated to users of the airport, in line with directives from His Highness Sheikh Dr. Sultan bin Mohammed Al Qasimi, Supreme Council Member and Ruler of Sharjah. The new project will see the creation of a new bridge offering direct access into the airport. The aim is to relieve congestion on the existing bridge which is used by residents and visitors in nearby neighbourhoods as well as airport passengers.

Located near the Sharjah Youth Centre, when completed, the 310-metre bridge will offer direct and convenient airport access to all passengers coming from the direction of Sharjah City. The new 1.5km alternative airport route will initially feature two lanes of traffic, which will be extended to four lanes. The project will also include 1,119 additional parking spaces for passengers and airport staff.



Travel the smart way with SIA

SIA is keeping up with the latest technology with the launch of 16 new Smart Gates in the airport's arrivals and departure halls to complete immigration procedures. Two Smart Gates have been allocated for people with disabilities, underlining SIA's commitment to providing the most appropriate services so that all passengers get to enjoy a comfortable travel experience.

Since installation in October 2016, over 80,000 passengers have already passed through SIA's Smart Gates. Quick and convenient, passengers using the Smart Gates save valuable time thanks to fast completion of passport control procedures and no need to wait in long queues at immigration - the whole process takes less than ten seconds.

Register at the Smart Gate today!

Register just once at the dedicated Smart Gate registration counter and you can start using the quick and convenient Smart Gate every time you arrive and depart through SIA.

Follow these easy steps:



Place your passport photo page on the e-reader



Scan your boarding pass facing the barcode towards the e-reader



Enter the Smart Gate and stand on the designated area



Place your luggage next to you and remove any spectacles, hat or cap



Look at the camera



Once you complete the procedures, the Smart Gate will open and proceed with your journey.



Latest accreditation demonstrates SIA's commitment to carbon reduction

SIA has taken the next step towards achieving carbon neutral status after it was awarded the Airport Carbon Accreditation 'Level 2 – Reduction' by the Airports Council International (ACI).

As the second airport in the Middle East to achieve Level 2 accreditation, the award demonstrates SIA's continued efforts to protect the environment through green initiatives, supporting the UAE's own Green Growth Strategy and Vision 2020 for sustainability. Building upon its current ACA Level 2 rating, SIA is working towards achieving ACA Level 3 accreditation.

Sharjah Airport Authority strikes gold at awards ceremony

Sharjah Airport Authority won the Best Government Website in Sharjah at the Government Communication Forum 2016 Awards ceremony in March.

His Excellency Sheikh Abdullah bin Salim Al Qasimi, Deputy Ruler of Sharjah, and HE Sheikh Sultan bin Ahmed Al Qasimi, Chairman of Sharjah Media Centre, handed the award to HE Ali Salim Al Midfa, Chairman of Sharjah Airport Authority in the presence of HE Sheikh Faisal Bin Saoud Al Qassimi, Director of Sharjah Airport Authority.



SIA inaugurates state-of-the-art pharma facilities

Demonstrating its ability to handle all kinds of shipments, this year SIA launched a new pharma & healthcare handling facility at its Freight Centre. The state-of-the-art facility is IATA CEIV certified, the first in the MENA region, via its sole ground handling agent, Sharjah Aviation Services. It serves the sector's growing demand for advanced temperature-controlled storage, and care in handling and shipping.

SIA continues to support Sharjah International Arabian Horse Festival

With its reputation for top quality Arabian horses, the emirate of Sharjah is the setting for the annual Sharjah International Arabian Horse Festival which took place last year in March. For more than 14 years, SIA has been a proud sponsor of this competition, which is open to owners and breeders of purebred Arabian horses from around the world.

Reading initiative takes flight

The UAE's 'Year of Reading 2016' initiative, launched by President Sheikh Khalifa bin Zayed Al Nahyan and under the directive of Sharjah's ruler, HH Sheikh Sultan bin Mohammed Al Qasimi, got off to a flying start at SIA. The airport, in association with Knowledge Without Borders (KWB), created library areas within the main terminal and management building to promote reading amongst passengers and airport employees.



Sharjah International Airport in Numbers

Monthly Statistics 2016



Aircraft Movements

Month	Scheduled	Non-Scheduled	Total
Jan	6,024	150	6,174
Feb	5,537	162	5,699
Mar	6,010	171	6,181
Apr	5,920	130	6,050
May	6,048	167	6,215
Jun	5,769	149	5,918
Jul	6,497	111	6,608
Aug	6,687	314	7,001
Sep	6,595	158	6,753
Oct	6,381	135	6,516
Nov	6,204	145	6,349
Dec	6,348	155	6,503
Total	74,020	1,947	75,967



Passengers Handled

In	Out	Transferred	Transit	Total
404,724	376,885	146,391	1,539	929,539
345,242	339,683	144,736	1,229	830,890
374,069	394,665	156,007	1,997	926,738
388,579	364,339	161,328	855	915,101
387,264	374,077	162,848	168	924,357
315,857	357,309	147,631	438	821,235
377,787	432,466	149,350	-	959,603
466,604	406,368	165,710	3,188	1,041,870
416,799	406,354	169,896	1,911	994,960
379,100	347,826	144,726	2,243	873,895
370,641	366,466	144,835	119	882,061
393,264	406,626	146,126	1,978	947,994
4,619,930	4,573,064	1,839,584	15,665	11,048,243



Freight Throughput

Month	Import	Export	Transit	Total	Transferred	Sea-Air Cargo
Jan	6,032	5,999	2,409	14,440	4,752	938
Feb	5,775	6,379	2,274	14,428	4,490	961
Mar	6,954	6,604	2,332	15,890	4,598	1,008
Apr	6,213	6,648	2,083	14,944	4,156	1,302
May	6,803	7,493	2,378	16,674	4,706	1,139
Jun	6,560	7,004	2,187	15,751	4,342	1,051
Jul	6,204	5,400	2,019	13,623	4,040	867
Aug	7,264	7,614	2,971	17,849	6,050	1,259
Sep	6,857	6,031	2,187	15,075	2,732	1,106
Oct	7,119	5,818	2,235	15,172	4,446	922
Nov	6,217	5,688	1,989	13,894	4,004	1,224
Dec	5,954	5,437	1,780	13,171	3,724	1,178
Total	77,952	76,115	26,844	180,911	52,040	12,955

* All weights are in tonnes

Aerial View

Every day, Sharjah International Airport welcomes thousands of travellers from across the world. We take a snapshot of daily life, from check in to arrivals



▲ Every last detail at Sharjah International Airport is designed to make passengers' experience smoother. In 2016, over 11 million people passed through the airport.

Passengers are greeted with a friendly smile at the check-in counter. ►





◀ SIA is a gateway to numerous destinations across the GCC, Asia, Africa and Europe.



▲ The airport's new Smart Gates ensure that travelling through SIA is even easier!



▲ First class and business passengers enjoy the delights of SIA's elegant lounges, which provide the finest facilities and services to ensure travellers can relax and unwind before take-off.



▲ Travelling through SIA is lots of fun for younger passengers, who can stretch their legs at the soft play area.



▲ Customers at SIA are truly spoiled for choice, from the well-stocked Sharjah International Airport Duty Free to an array of shopping outlets offering everything from jewellery to luxury perfumes.



▲ Jet bridges connect departure and arrival gates to aircrafts in order to make travel easier and more comfortable.



▲ Receiving luggage when arriving to and leaving the terminal at SIA is made even easier for passengers.

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من المزارع الغنية إلى مائدتك الشهية

FROM THE FARM TO YOUR TABLE



Onwards and upwards

From pharmaceuticals and fresh produce, to horses and even honey bees, Sharjah International Airport is the lynchpin in Sharjah's cargo and logistics sector



Sharjah International Airport has long pioneered air cargo development in the region. As the only emirate in the UAE to have coastlines on both the east and west of the country, Sharjah's unique geographical positioning ensures it is a thriving hub for cargo.

Located between Khor Fakkan Port in the east, on Sharjah's Indian Ocean coast, and Hamriyah Port on the west, on the Arabian Gulf, SIA is one of the region's busiest logistics gateways for both domestic and international airfreight.

Keeping it fresh

One of the biggest challenges for the ground handling of perishable cargo in the Middle East is the adverse climatic conditions which affect all regional operations most of the time, every year.

Consignments of fresh foodstuff don't last long in hot temperatures and high humidity. To ensure the freshness of fruits and vegetables, for example, Sharjah Aviation Services has a fleet of active temperature-controlled equipment standing by, both airside and landside, to cater to containerised and bulk shipments.

First for pharma

In early 2016, SIA inaugurated its new, state-of-the-art pharma and healthcare handling facility. The temperature-controlled unit is operated by a highly trained team and is designed to service businesses which need to transport delicate, medical-related items that require advanced temperature-controlled technology for storage, as well as special care in handling and shipping.

The result is a high-tech solution – and the first of its kind in the region – designed to guarantee product integrity for the rapidly developing healthcare requirements of the UAE's citizens. And with the unfortunate diabetes rate increasing here in the UAE, SIA's pharma and healthcare handling facility is likely to play an important role in the handling of diabetes drugs such as insulin, which is highly temperature-sensitive.

In April 2016, SIA became the first airport in the GCC and Africa to offer (via sole ground handling agent, Sharjah Aviation Services) IATA CEIV Pharma-certified cargo handling services.

The accreditation aims to procedures compliance with standards set by IATA, provide user protection against counterfeit products and provide airlines, healthcare and pharma shippers and manufacturers with a secure, auditable and traceable platform for airfreighted healthcare products.





Up, up and a neigh

The UAE is well known for its love of horses, and SIA has impressive credentials when it comes to the safe air transportation of these noble creatures. Highly valuable competition and breeding horses, accompanied by grooms, are regularly airfreighted between different countries and equestrian events.

With 10 to 15 shipments per month comprising up to 10 or more horses per shipment, SIA has become a relevant horse handling airport. Peak travel times for horse transportation tend to be the beginning of the hot season (for west-bound global travel) and the start of the cooler season (for east-bound travel), in addition to competitions. With their well-known equine transport expertise, Germany's Lufthansa Cargo and Singapore Airlines Cargo play a pivotal role.

Dedicated facilities include on-site veterinary services, relaxing grass areas for the horses, as well as soft Astroturf®

flooring at the loading platform to ensure the animals' wellbeing at all times. Specialised staff training which conforms to IATA Live Animals Regulations ensures that SIA's handling teams are familiar with different animals' specific requirements.

Sweet success

If one of the largest living cargo to pass through SIA is horses, then honey bees are probably the smallest. Sharjah Airport and Sharjah Aviation Services provide bespoke services for over 80 freighter flights per year dedicated to honey bees. As an air cargo product, the transportation of millions of live honey bees in their hives (known as apiaries) is an extremely complex process where time, ventilation, temperature and humidity play crucial roles in the success or failure of the entire operation.

Honey bees living in hives naturally generate high temperatures – not good news when you factor in the UAE's hot

summer weather. This makes their transportation and handling a continuous challenge since it requires the full awareness and cooperation of all stakeholders.

Timing is everything when it comes to the successful transportation of bees, starting with air traffic control awarding the shortest possible on-the-ground taxiing route to the most adequate aircraft stand.

Aircraft ground handling crews must be specifically trained and equipped to handle the special cargo before the rush for immediate processing of import clearance services begins. Last but not least is the ability to immediately deliver the unloaded bee hives to their end destination.

SIA's high level of bee handling professionalism has drawn international interest along with the attention of the International Federation of Beekeepers' Associations (Apimondia), which visited the airport's facilities in October 2016 and witnessed the swift, smooth and coordinated activities, including the freighter operations.



Cargo capability: fast facts

- > The five cargo terminals have a total floor area of **32,000 sqm** served by dedicated cargo aircraft parking positions, equipped to handle up to 16 aircraft of different types.
- > Today the airport has **five cargo terminals** and can handle an impressive variety of cargo including livestock, perishables and even cars.
- > In 2016 SIA handled a total freight of more than **180,000 tonnes**.



SIA Stays Connected

Sharjah International Airport has embraced the latest technology to ensure that customers benefit from a wide range of convenient digital services

Online and on the go

Enjoy maximum connectivity at SIA with free Wi-Fi hotspots for travellers. Sharjah Airport Authority signed an agreement in September with UAE based telecoms provider, Etisalat, to provide 30 minutes of free access to high-speed Internet connectivity within the airport. Travellers also have the added convenience of being able to purchase additional packages from Etisalat at the airport.

SIA launches mobile app for customer convenience

SIA has launched a new mobile app which aims to maximise passengers' experience at the airport. As part of SIA's digital expansion strategy and to make its customers' lives even easier, the app is available in English and Arabic, free for download for iOS and Android devices. The user-friendly SIA app features live flight updates, flight tracking and push notification alerts, along with useful features such as an interactive airport terminal map. The app also provides essential details about UAE visa requirements, security and customs regulations, among others.

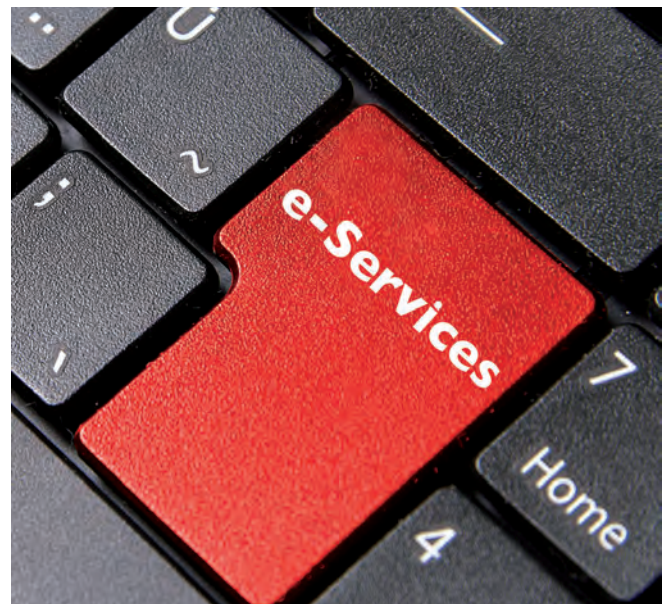


Delivering excellence through e-Services

In today's advanced digital world, customers require quick and easy access to the latest information. Accessed through www.sharjahairport.ae, SIA's latest e-Services have been developed to provide the best for travellers, vendors and airport users alike, and ensure the highest levels of customer satisfaction and ease of workflow for services.

Travellers can book a range of VIP services via the website as well as call or visit to book and enjoy a comfortable stay between flights at the Airport Transit Hotel, located within the airport.

Moreover, SIA offers a range of online opportunities to suppliers, who can register their details online with the procurement department to benefit from the wide range of offers which are published regularly on the website. They can also find out more about auctions of scrap and used materials.





Flying high

Air Arabia forges ahead with its domination of the MENA region's short haul market, with 2016 proving to be yet another successful year for the low-cost airline

Flying to over 120 routes in 33 countries across the Middle East, Africa, Asia and Europe, Air Arabia is the Middle East and North Africa's first and largest low-cost carrier.

In 2016 the carrier was named 'Low Cost Airline of the Year' at the prestigious Aviation Business Awards 2016, one of the leading awards programmes for the aerospace industry in the Middle East.

Currently in its 10th year, the Aviation Business Awards spans 15 categories covering the airline, airport and cargo sectors to celebrate the achievements of leading players and their contributions to the region's aerospace industry.

Adel Al Ali, Group Chief Executive Officer of Air Arabia, said: "We are proud to have won this coveted title. To be chosen as the best low-cost airline is a reflection of our commitment to continuously enhancing the guest

**Air Arabia received the
"Best economical airline
of the year" award during
Aviation Business 2016
awards ceremony**

experience and setting new standards in the affordable travel segment.

"The award belongs to our dedicated team of employees across all divisions, each of whom shares a common vision for Air Arabia's continued growth and success."

Elsewhere in 2016, Air Arabia was ranked third in a list of top 50 global airlines compiled by UK-based *Airfinance Journal*. "The Airline Top 50" report evaluates the performance of 137 airlines based on a set of operational and financial parameters, including total revenue, net income, passenger yield, liquidity and leverage.

Thirteen years pioneering low cost travel
in the Middle East and North Africa.



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SIA at the heart of Sharjah's community

How the airport plays an important role within the local community to support environment, sports, health, education as well as cultural initiatives, and much more...

Giving back to the community has always been a priority for Sharjah International Airport, and as part of its corporate social responsibility (CSR) the airport and its partners have established strong links with a wide range of charitable organisations, cultural initiatives and beyond.

From its involvement with special needs

groups to supporting Ramadan initiatives and facilitating pilgrims' easy passage through the airport during Hajj, SIA is proud of its ongoing role at the heart of Sharjah's diverse community.

Throughout 2016, SIA supported to numerous events and activities taking place across the emirate. Below are some of them.



SIA sponsors the Sharjah International Cycling Tour

Last year, SIA was once again, a proud sponsor of the Sharjah International Cycling Tour, which took place between November 28 and December 2.

The annual event was held by the Sharjah Sports Council in collaboration with the UAE Cycling Federation, under the patronage of His Highness Sheikh Dr. Sultan bin Mohammed Al Qasimi, Supreme Council Member and Ruler of Sharjah.

In its sixth edition, the Sharjah Tour was recognised by the International Union of Races, and was classified as one of the main races on the Asian tour calendar, attracting some of the region's top cycling talent to the emirate.

Last year's race was held in four stages over the four-day competition. The tour started with time trials, then continued with a route that took riders around the Central and Eastern regions before finishing in Sharjah City.



Supporting Arab youth development

Under the slogan ‘Hear us...we are the future’, the Sharjah Arab Children Forum was the biggest event of its kind in the Arab and MENA region.

Held under the auspices of the Supreme Council of Family Affairs and General Department of Children Centres, its mission was to empower Arab children, develop their talent and ignite in them a spirit to become the bold leaders of tomorrow.

Last year marked the 12th edition of the forum, which took place in Sharjah’s Al Qasimia University from 28th March to 5th April. Sponsored by SIA, the forum hosted a vibrant series of workshops, seminars and panel discussions.

6th Sharjah International Forum for Disabled Athletics

On 2016, SIA was a proud sponsor of the 6th Sharjah International Forum for Disabled Athletics. Organised by Sharjah-based Al Thiqah Club for the Handicapped and held under the patronage of His Highness Sheikh Sultan bin Mohammed bin Sultan Al Qasimi, Crown Prince and Deputy Ruler of Sharjah, the forum saw 330 competitors from special needs sports clubs from across 31 countries – including the UAE – who took part in running competitions as well as triple jump and shot put.

Participants from Al Thiqah Club for Handicapped joined with clubs from across the emirates, including Abu Dhabi Club



◀ Staff from Sharjah International Airport attend the National Career Fair Exhibition.

for Special Needs, Khor Fakkan Club for Handicapped, Al Ain Disabled Sports Club, Ajman Club for Disabled and Dubai Club for Disabled.

Iftar at the airport

During last year's Holy Month of Ramadan, Sharjah Airport Authority distributed daily Iftar meals to travellers at SIA. Coupons were distributed just before Maghrib prayers, enabling travellers to eat their Iftar meal in the airport's food court. Free Ramadan food and beverages were also offered throughout the

month, along with Arabic coffee and dates, meaning travellers could break their fast on time.

As part of its Ramadan activities, Sharjah Airport Authority (in collaboration with Sharjah Charity International) also organised a fast-breaking initiative by providing daily Iftar meals for staff working in the airport's cargo area.

According to H.E. Ali Salim Al Midfa, Chairman of Sharjah Airport Authority, "Our Ramadan initiatives are part of our commitment to provide high levels of service and hospitality to passengers; as well as to strengthen the good relationship between our employees and management."

Because We Care

SIA continued to award winners of its Customer Feedback Questionnaire (CFQ), an initiative which was launched in January 2009 under the 'Because We Care' programme.

Since its inception the programme has received strong support from the airport management as well as an excellent response from passengers, allowing travellers to evaluate and share their views on SIA's services and facilities. It also provides a useful forum in which passengers offer positive feedback on how to improve the overall experience of using the airport.

Winners are chosen every two months by Sharjah Airport Authority, and are based on feedback submitted via www.sharjahairport.ae, on-the-spot surveys conducted by airport staff, and customer questionnaires which are available at both the Arrival and Departure terminals. Now passengers also have the option to share their suggestions through the airport's new mobile app. Winners are given free Air Arabia tickets.

"Learning from our customers is the best way possible and there is no better tool to measure ourselves," said H.E. Sheikh Faisal Saoud Al Qassimi, Director of Sharjah Airport Authority. "Passengers are always our priority which is why we have introduced the Customer Feedback Questionnaire Programme, to help us gain insights as to what our customers are expecting and for us to proactively adapt and provide efficient solutions addressing their needs."

A helping hand

To help support travellers who may require additional assistance, SIA's customer service staff are regularly trained to communicate with hearing-impaired passengers through the use of sign language. For assistance, travellers are requested to visit the customer service counters.



Reaching for the skies

The Emiratisation policy at Sharjah International Airport is nurturing the next generation of aviation professionals

Sharjah International Airport is committed to offering opportunities to talented UAE nationals of different backgrounds as they build successful careers in the aviation industry. The airport's ambitious Emiratisation policy was developed to support the UAE's Vision 2021, which is working towards a knowledge-based economy that harnesses the skills of UAE nationals in the workforce. Currently, 65.9% of the workforce at SIA is Emirati, and the airport aims to increase this figure by four to six per cent in 2017.

Two departments within SIA which have grown in popularity among Emirati employees are Public Relations and Passport Control. Both departments offer great opportunities for Emirati staff, and an environment where they can develop their people-oriented skills as they interact with members of the public.

With a strategy to recruit and retain highly qualified UAE nationals from a wide range of skill-sets, SIA continues to develop Emiratisation recruitment and training programmes to meet the market demands for skilled individuals. The organisation is involved in a number of different initiatives to attract and engage local residents, such as participating in different career fairs and coordinating effectively with universities in the UAE to attract the best Emirati talent. SIA also uses a range of motivational initiatives, such as the Waffer Programme, as well as a number of events which ensure the best working environment and work culture within the organisation.



Emiratisation programme of SIA

Emiratisation offers numerous benefits to an organisation such as SIA, being considered as a gate for more than 11m travellers from different parts of the world, and adheres to international standards and procedures.

- By working at SIA, Emirati staff experience a multi-cultural working environment, enhancing their skills and capabilities to an international level.
- Emiratisation at SIA develops the pool of Emirati talent and increases Emiratis' employability in any job market.
- Working at an organisation such as SIA improves Emiratis' productivity, which has a positive effect on their families' lives, their welfare and the wider economy.

Emiratisation at Sharjah International Airport



Emiratisation in
public relations and
customer services



Emiratisation in
higher management



Emiratisation in
middle management



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SIA Stakeholders

Sharjah International Airport's service providers create a world-class experience for customers



Let Sharjah Airport Travel Agency take the reins and organise all your travel requirements, permitting you to relax and enjoy your trip. Planning any holiday can be a complex task, when considering airline reservations and ticketing; customised inbound/outbound holiday packages; hotel reservations; UAE visit visa packages; Global visa services; car rentals and much more, SATA has every travel need covered. Owned by Sharjah Airport Authority, SATA was established in

1984 and is now recognised as one of the UAE's market leaders.

Choose from hundreds of exciting travel destinations and plan your next vacation with SATA Holidays! For visas, SATA's easy documentation and affordable prices make travelling to the UAE easier than ever. Trust in SATA with the reassurance that every detail has been pre-arranged by the UAE's leading travel agent.

For all your travel needs, visit www.satatravels.com



Sharjah Aviation Services

is an internationally renowned, market leading provider of aviation ground services within the UAE. The company brings together a team of 1,800 highly skilled and dedicated employees, ensuring customers' needs and requirements are met 24 hours a day, 7 days a week, 52 weeks a year. Sharjah Aviation Services handles 75,000 aircraft movements, over 180,000 tonnes of cargo and 11 million passengers per year.

With a diverse portfolio of services ranging from airport welcome services and airport lounges through to baggage handling, cargo handling, ramp services, and air craft washing, Sharjah Aviation Services has an unrivalled knowledge of the industry it passionately serves.

For more information on the services offered by Sharjah Aviation Services, visit www.sharjahaviation.com



As a part of Sharjah Aviation Services, Hala Services provides a range of airport services and packages for the discerning traveller which offer the perfect way to arrive and depart from SIA in style and comfort.

Bookable in advance, services include departure and arrival packages for individuals, families and groups, fast track check-in and departure, a limousine service from aircraft to terminal (advance bookings only) and a Gold package with business lounge access. Other Hala services available at SIA include Visa services (including deposit and cancellation), portage and wrapping services, floral arrangements, lounge access and Air Arabia bus services to and from Dubai and Ras Al Khaimah.

For more information, visit www.hala-services.com, or contact the Hala Call Centre at +971 6 5141200, hala-services@sharjahaviation.com



Gama Aviation

Gama is a global business aviation services organization working from Sharjah International Airport (SIA) as its base of operations. While its MENA region headquarter is at Sharjah, Gama has 44 worldwide bases and operates over 150 business aircraft. It provides an array of business aviation services which include business aircraft management, charter, FBO (Fixed Base Operation), maintenance, valeting and aviation software services.

In 2012, Gama Aviation was given responsibility for all business aircraft handling at SIA. Gama Aviation provides SIA with a dedicated team that works round-the-clock, 365 days a year to manage business aviation traffic.

In July 2014, Gama Aviation opened their new Executive Jet Terminal at SIA, creating a full service private aviation hub. This marks the completion of phase one of the company's \$25 million investment programme at SIA. The new terminal facility, located in the Department of Civil Aviation building, caters exclusively to executive jet customers and enables them to pass through customs and passport control and board the aircraft



within 15 minutes after reaching the terminal. The company has based its Middle East fleet at this facility and also provides line maintenance support to business jets and turboprops at the airport. *For more information on Gama Aviation, visit www.gamaaviation.com*



DUFRY
WorldClass WorldWide.

Dufry Sharjah is committed to providing top quality products, efficient staff and the best duty free shopping experience for travellers. As SIA grows, Dufry is focused on developing its stores to cater to the needs of its varied customers. Dufry's extensive range of products at SIA are aimed at the most discerning travellers, and make it the ideal destination to pick up everything from an extensive selection of luxury items to regional souvenirs.

Dufry has over 50 years' experience in the travel retail industry - just one of the reasons that the company has become one of the world's leading travel retailers. Currently, the company operates over 2,000 shops, located at airports, cruise liners, seaports and other touristic destinations across the world. In Sharjah, Dufry also collaborates with Air Arabia, which enables the company to offer its unique duty free experience in the air as well as on the ground.

For more information about Dufry, visit www.dufry.com

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- First airport to offer IATA CEIV Pharma certified cargo handling services in the Middle East and Africa.



Alpha Flight Services

An exceptional culinary experience, on the ground and in the air

alpha



Today's travellers expect an exceptional dining experience when they fly. Delicious food and good service, is crucial to customer satisfaction, both on the ground and in the air.

As the lead caterer at Sharjah International Airport, Alpha Flight Services deeply understands evolving dining preferences and food trends. They are innovating, trialling, tasting and testing each day, to ensure they satisfy dining customers, onboard and off.

In addition to providing traditional catering services to airlines departing from Sharjah International Airport, Alpha continues to grow as a leading food outlet

operator and expanding events caterer. It has added to its portfolio of restaurant and café outlets during 2016, and now manages 12 outlets in and around Sharjah International Airport – the most recent addition being Taj Restaurant, opened in June 2016. The company continues to expand in 2017 with partners at Sharjah

Delicious food and good service, is a crucial factor to customer satisfaction, both on the ground and in the air

International Airport and carriers, to provide the highest standards of food services and beverage.

As part of Dubai-headquartered dnata, Alpha's culinary experts in Sharjah are supported by a broader network catering at 63 airports around the world. This allows the company to tap into global culinary expertise and innovation, as well as safety and hygiene best-practice.

Whether you're dining in the air or on the ground, with Alpha Flight Services you can be assured you will be served with the utmost care and attention to detail.

For more information on Alpha Flight Services, visit www.alphagroup.com

Your perfect dining partner

We are experts in global flavours and local traditions. So whether your customers are hungry for something new or simply crave the taste of home, we've got the perfect recipe.



Visit alpha-group.com for further information or email
sharjah@alpha-group.ae

alpha

Connecting Communities Across the Globe

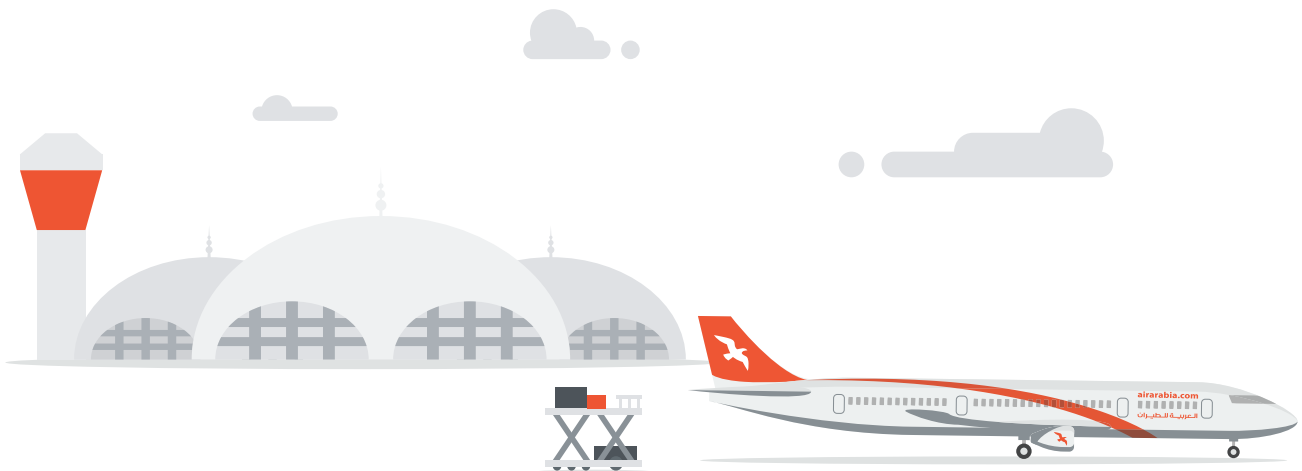
From passenger flights to all types of air freight, Sharjah International Airport is a convenient international gateway

Accessibility, efficiency and ease of travel are some of the many reasons why passengers enjoy flying from Sharjah International Airport (SIA). SIA is centrally located in the UAE, 10 minutes' drive from Sharjah's bustling city centre, just 20 minutes' drive from nearby Emirates and also within easy reach of the Northern Emirates.

While SIA is a well-known airport for short-haul travel within the GCC, it is also a busy hub for travellers flying

further afield. Airlines serving the Indian subcontinent, the Levant, North Africa, Eastern Europe, Central Asia and beyond operate daily scheduled passenger flights to and from SIA, bringing the world within easy reach of Sharjah.

The airport is also the lynchpin of Sharjah's intermodal cargo sector, offering the shortest available transit times – up to two days – for sea-air cargo versus shipments transiting via the UAE's west-coast ports.





Scheduled Passenger Airlines Operating at Sharjah International Airport

- ▶ Air Arabia
- ▶ Air Blue
- ▶ Air India
- ▶ Air India Express
- ▶ AtlasGlobal
- ▶ Egypt Air
- ▶ Jet Airways
- ▶ PIA
- ▶ Qatar Airways
- ▶ Shaheen Air
- ▶ Syrian Arab Airlines
- ▶ Uzbekistan Airways



Scheduled Cargo Airlines Operating at Sharjah International Airport

- ▶ Egyptair Cargo
- ▶ Etihad Cargo
- ▶ Lufthansa Cargo
- ▶ Saudi Airlines Cargo
- ▶ Singapore Airlines Cargo
- ▶ Southernair



Culture capital

What to do, where to go and what to see

Sharjah is renowned for its strong cultural identity and heritage. In 1998, the emirate was named by UNESCO as cultural capital of the Arab world; in 2014 it served as the Capital of Islamic Culture and the following year it was named the Arab Tourism Capital.

With an estimated 17 museums, 662 mosques, an international book fair, high-profile art events and an array of sporting activities, Sharjah offers a range of cultural, historical and leisure attractions for visitors young and old.



1. Khalid Lagoon

Arguably one of Sharjah's most photogenic sights, Khalid Lagoon is located on the beautiful corniche and offers a peaceful respite from city life. The large expanse of water is surrounded by greenery and walkways, while at the centre of the lagoon is an impressive 100 metre-high water fountain.

2. Al Qasba

This popular art, culture, leisure and tourist destination includes the 60 metre-high Eye of the Emirates Ferris wheel, restaurants, cafes and



abra boat rides along the canal. Experience an innovative exhibitions programme showcasing the work of leading Middle Eastern and international artists at the Maraya Art Centre.

3. Central Market

Located near Khalid Lagoon, the Central Market is one of Sharjah's main shopping hubs and is an eye-catching example of Islamic design. Browse the souk's 600-plus stores which sell everything from clothes, electronics and jewellery to carpets and local antiques.



4. Sharjah Museum of Islamic Civilization

Home to around 5,000 Islamic artefacts dating back across the millennia, this is one of Sharjah's most impressive museums. From ancient manuscripts and coins to exquisite handicrafts, textiles, jewellery, clothes and scientific inventions such as the astrolabe.

5. Arabian Wildlife Centre

At this informative centre, visitors can see the Arabian Peninsula's diverse array of native animals, many of which are becoming or have



already become extinct. Learn about local species of reptiles and birds as well as caracal, sand cats, wolves and oryx, before seeing the rare and majestic cheetah and Arabian leopard.

6. Sharjah Calligraphy Museum

Located in the house of Hamad Al Midfaa in the Sharjah Heritage Area (Heart of Sharjah), this is an excellent place to delve into the evolution of Arabic calligraphy. Portraits depicting calligraphic texts, letters and shapes help to preserve the striking beauty of this Arabic cultural heritage.



7

7. Water sports in Sharjah

The UAE's climate offers excellent year-round conditions for water sports. Al Khan Lagoon and Hamriyah Lagoon are popular with jet-skiers, water-skiers and windsurfers, while swimming can be enjoyed from Corniche Beach, Al Khan Beach and Al Mamzar Beach.

8. Butterfly House

One of the newest attractions to open in Sharjah, the Butterfly House on Al Noor Island boasts a colourful collection of tropical butterflies from around the world, flapping



8



9

freely within a spacious, temperature-controlled enclosed garden.

9. Mleiha

Discover the region's fascinating history at Mleiha Archaeological and Eco-tourism Project, the first phase of which opened in early 2016. The tourism and heritage project, located 50km to the east of Sharjah city, features ancient ruins and burial sites dating back millennia.

Sharjah International Airport Directory

To contact Sharjah International Airport, dial the required number after the international dialling code for the UAE (+971) and the local area code (6) for Sharjah

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Wherever you go with Dufry, you have a world of shopping in your hands.

The best brands and the best prices with the largest variety.

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close to 440 locations all around the world.



WorldClass.WorldWide.



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